



Rami H. Nakhleh

Curriculum Vitae

I am a well-balanced, honest, hardworking, versatile, enthusiastic and highly motivated individual. I have a personal commitment to continually increasing my knowledge and understanding of business. In this respect, I am eager to learn, take advice, seek guidance and listen to the opinions and ideas of others. I enjoy and understand the principles of good teamwork, and achieving shared aims and objectives. I enjoy participating in discussions, exchanging ideas and decision-making process, I have the ability to remain calm and think clearly when faced to difficult and challenging situations.

❖ Personal Data:

- Name : Rami Hafiz Nakhleh
- Nationality : Jordanian
- Date of Birth : 06-06-1976
- Marital status : Married with two Childs
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❖ Education & Diploma:

- High School: Baccalaureate
- Bachelor Degree in Hospitality Business Administration- Brooklyn Park University

-Specialties of Hotel Opening

- Strategic planning
- Product development and improvement
- Human Resources
- Capacity to blend and work effectively in a multi-cultural environment
- Public relation
- Drive cost plan
- Worked closely with the architect on some of the Hotel structures and design.
- Recruitment and appointment of the management team
- Decision in choice of all FF&OSE
- Decision in choice of all Housekeeping linen
- Development of the F& OSE outlets concept, logo..
- Participation in all the major international fairs to promote the Hotel
- Developed marketing plan and budget
- Prepared 2019, 2020 and ,2021 budget

❖ Working Experience:

❖ December 2018 till Date: Cluster General Manager (Pre –Opening)

Marriott Courtyard Al Barsha -Dubai, 216 Keys & Marriott Courtyard World Trade Centre - Dubai, 213 Keys

Functions as the strategic business leader of property operations as General Manager. Areas of responsibility include Front Office, Retail/Gift Shops, Recreation/Fitness Center, Housekeeping, Security/Loss Prevention, Engineering/Maintenance, Food and Beverage/Culinary and Event Management, where applicable. Position works with direct reports (Executive Committee members and department heads) to develop and implement the operations strategy and ensuring implementation of the brand service strategy and brand initiatives. The position ensuring operations meet the brand's target customer needs, ensuring employee satisfaction, focuses on growing revenues and maximizes financial performance. As a member of the Executive Committee, develops and implements property-wide strategies that deliver products and services to meet or exceed the needs and expectations of the brand's target customer and property employees and provides a return on investment.

Managing Profitability and Departmental Budgets

- Keeps operations team focused on the critical components of operations to drive guest satisfaction and the desired financial results.
- Reviews financial reports and statements to determine how Operations is performing against budget.
- Ensures capital expenditure funds are being used to address the priorities outlined in the service strategy.
- Works with direct reports to determine areas of concern and establishing ways to improve the departments' financial performance.
- Strives to maintain profit margins without compromising guest or employee satisfaction.
- Coaches and supports operations team to effectively manage occupancy & rate, wages and controllable expenses.
- Reviews the Wage Progress Report and compares budgeted wages to actual wages, coaching direct reports to address problem areas and holds team accountable for results.
- Develops an operational strategy that is aligned with the brand's business strategy and leads its execution.

Managing Property Operations

- Communicates a clear and consistent message regarding operational goals to produce desired results on a continuous basis.
- Ensures brand and regional business initiatives are implemented and communicates follow-up actions to team as necessary.
- Ensures core elements of the service strategy are in place to produce the desired results.
- Tours building on a regular basis speaking with employees and guests to understand business needs and assess operational opportunities.

Leading Property Operations Teams

- Establishes a vision for product and service delivery on property.
- Champions the brand's service vision for product and service delivery and ensuring alignment amongst the property leadership team.
- Ensures employees are treated fairly and equitably.

Managing and Conducting Human Resources Activities

- Observes service behaviors of employees and providing feedback to individuals and/or managers.
- Hires operations management team members who demonstrate strong functional expertise, creativity and entrepreneurial leadership to meet the business needs of the operation.
- Conducts annual performance appraisals with direct reports according to Standard Operating Procedures.
- Utilizes an "open door" policy and reviewing employee satisfaction results to identify and address employee problems or concerns.

❖ **November 2013 till October 2018: Director Of Rooms (Pre-Opening) Acting as Director of Operations**
Accor Hotels and Resorts, the Rixos Bab Al Bahr Hotel and Resort. RAK **(650 Keys)**

Responsibilities include directing and managing the Hotel Rooms Division operations by leading approximately 210 staff for the entire Rooms department, including but not limited to Front Line Guest Services, Business Centre Operations, Executive floor, Guest Relation, Concierge, Security, Housekeeping & Laundry.

❖ **{ From January 2007 till November 2013 with Emaar Hospitality (Manzil and Qamardeen Hotels + Resorts / The Address Downtown Hotels + Resorts / VIDA Hotels + Resorts managed by Address Hospitality)**

❖ **December 12 to November 13: Front Office Manager** (Pre –Opening)
VIDA Hotels + Resorts, VIDA Downtown Burj Khalifa by The Address Hotels, **Emaar Hospitality (170 Keys)**

❖ **February 12 till November 12: Front Office Manager**
The Address Downtown Hotels + Resorts Burj Khalifa, **Emaar Hospitality (196 Keys & 198 Apartments)**

❖ **January 07 till January 12: From Asst. Front Office Manager to Front Office Manager**
Al Manzil and Qamardeen, Southern Sun Hotels under **Emaar Hospitality (385 Keys)**

❖ **{Jan 03 to December 06 with Kempinski Hotel Ajman (180 Keys)**
(Helping to open the Kempinski Emirates Place and the Kempinski Mall of Emirates).}

- **Sep 05 to Dec 06: Assistant Front Office Manager** Kempinski Hotel
- **Feb 04 to Jul 04: Assistant Night Manager** Kempinski Hotel
- **Jan 03 to Jan 04: In House Group Coordinator (Shift leader)** Kempinski Hotel

❖ **Mar 01 Dec 02: Front office Receptionist “Acting Shift leader”**
Sofitel City Centre Hotel and Residence Dubai-UAE (318 Keys & 112 Apartments)

❖ **Dec 97 to Feb 01: As Guest Service Agent**
Sheraton Oman Muscat Hotel: (228 Keys)

❖ **Jun 96 to May 97: Guest Relation officer (Customer Service Officer)**
Le Royal Meridian Amman- Jordan (430 Keys)

❖ Certificate of Appreciation and Achievements

- **01st to 30th September 2003 Annual World Bank Meetings / From Government of Dubai**

Worked for the Annual Meetings Boards of governors, World Bank group & the International Monetary Fund held in Dubai

- **February 2010 From Government of Dubai DTCM Annual Dubai Green Tourism Award 2009 to achieved the First Position in Dubai**

Member of Green Tourism Hotel and DTCM Team

- **March 2012 From Government of Dubai DTCM Annual Dubai Green Tourism Award 2010 to achieved the Second Position in Dubai**

Member of Green Tourism Hotel and DTCM Team

- **February 2010 From The Southern Sun ME Management**

In Achieving for the fourth times 100 % in KPMG Audits

March 2009, March 2010 and February 2011

From The Southern Sun ME Management in High Achievement of Ranking in TripAdvisor all Over 595 Hotels in Dubai.

2009 Achieving the Ranking of # 1 for Al Manzil and # 2 for Qamardeen Dubai

2010 Achieving the Ranking of # 5 for Al Manzil and # 9 for Qamardeen Dubai

2011 Achieving the Ranking of # 7 for Al Manzil and # 8 for Qamardeen Dubai

December 2014 and December 2015

From The Rixos Management in High Achievement of Ranking in TripAdvisor all Over 30 Hotels in RAK.

2014 Achieving the Ranking of # 3

2015 Achieving the Ranking of # 2

- **Member of Safety , Health and Environment Committee(SHE)**
- **Member of Dubai Care Foundation**

❖ Training Courses:

21 Jun 1997 - 19 Sep 1997:

Hotel Management Training @ Sheraton Sana'a Yemen

Trainings was held in the following departments:

Laundry, Housekeeping, Bell Desk, Telephone Operator, Guest relation, Night clerk, Front office & Cashier, reservations, Stewarding & Kitchen

20 Sept 1997 to 05 Dec 1997:

Sales and Marketing Training @ Sheraton Sana'a Yemen

Responsible of press release for the outlets and hotel promotions, sales calls and mailing the outlets promotions on monthly basis

09 Aug 2008 – 06 April 2009

Nine Conversations in Leadership @ Al Manzil & Qamardeen Hotels (Southern Sun Hotels and Resort)

1) Leadership Vision 2) Leadership Community 3) Leadership Alignment

4) Leadership Teams 5) Leadership Developing individuals 6) Leadership Energy,

7) Leadership Self 8) Leadership Moving on 9) Personal Development planning

10th February 2012 – 10th June 2012 "Housekeeping Dept. Training" had training at the Housekeeping department for 4 months